



ANNUAL REPORT

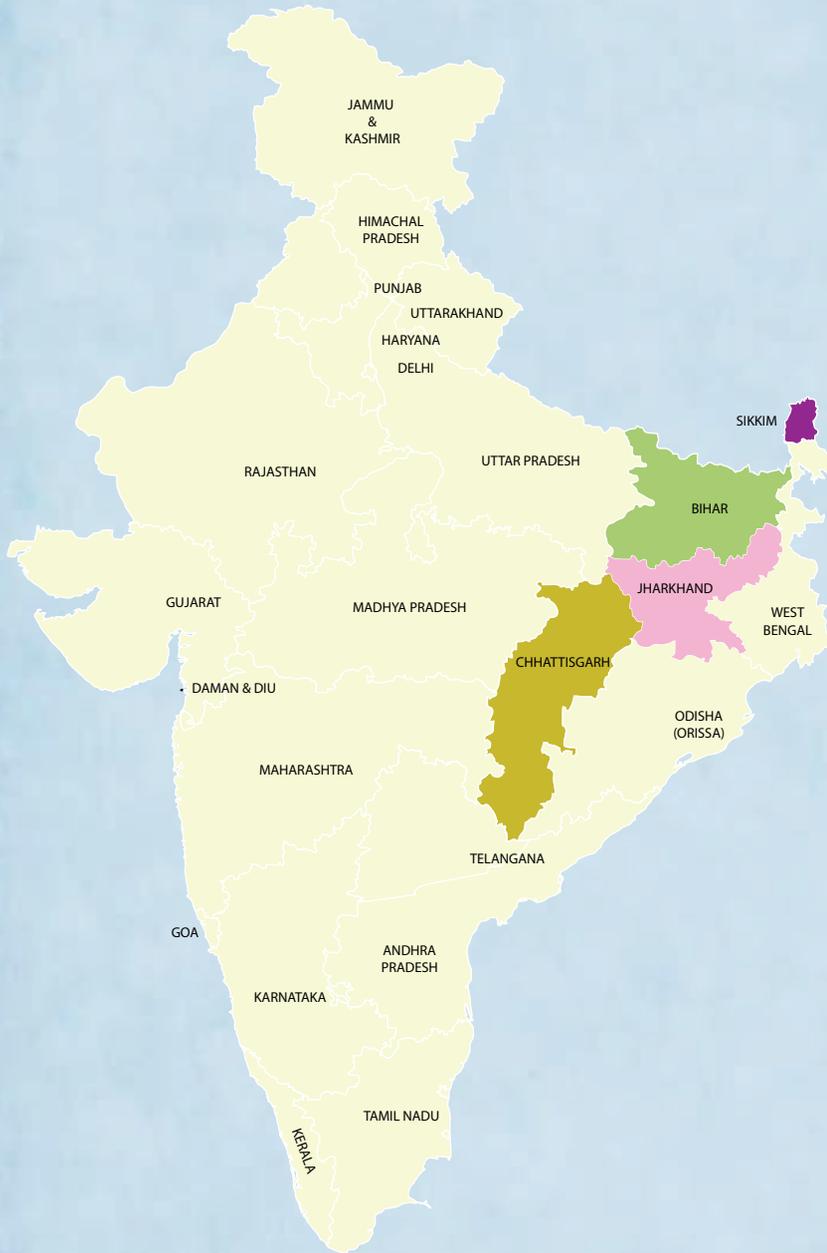
2019-20



Making People **Self Reliant**



The Coverage



- | | |
|----------------------------------------------------------------|------------------------------------------------------|
| PHC Primary Health Centre | NNP Neer Nirmal Pariyojna |
| CHC Community Health Centre | HP Homestead Poultry |
| MMU Mobile Medical Unit | DD Dairy Development |
| NTPC NTPC | BP Backyard Poultry |
| NRC Nutritional Rehabilitation Centre | G Goatry |
| WH Water Harvesting | CSRS Chhattisgarh State Road Sector Project |
| IWMP Integrated Watershed Management Program | BSRCL Bihar State Road Development Corp. Ltd. |
| JTELP Jharkhand Tribal Empowerment & Livelihood Project | SH Shelter Home |
| HCL Hindustan Copper Limited | JSBB Jharkhand State Bal Bhawan |
| NG Namami Gange | ATMA ATMA |

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From the Secretary's Desk



Bringing to you the Annual Report for the year 2019-20, it is an immense pleasure on my part to present to you events from a busy year for us as an organization in achieving our commitment to Making People Self Reliant. The year 2019-20 marked our entry into the North Eastern state of Assam where we teamed up with HDFC bank for its CSR initiative, Parivartan's ambitious Holistic Rural Development Programme targeted at uplifting the quality of life in 10 villages of Rural Kamrup district in Assam. We also took up repair and refurbishment of 10 schools under Barpeta and Rural Kamrup District destroyed in the 2019 Assam floods under Flood Relief Programme of HDFC Parivartan. 2019-20 was also huge in terms of partnerships extended by Citizens Foundation across the country, which includes signing of MoU for 11 Primary healthcare centres in Jharkhand with the National Health Mission, Jharkhand; partnering with United Nations Global Compact Network India for Goalkeepers2020, a brand new advocacy tool in form of a calendar dedicated to the sustainable development goals and starting of the operations of 50 bedded MESO hospitals in Pathna and Barachiru (OPD) in two extremely remote pockets of Sahebganj and West Singhbhum respectively. Citizens Foundation also took the country's pledge to minimize the use of single-use plastic further by launching a campaign on 'plastic free future' this year. These milestones have catapulted Citizens Foundation to the unique league of very few project implementation organizations having major presence across sectors including livelihood, natural resource management, health, advocacy & policy along with protection in Jharkhand, Bihar, Assam and Meghalaya. While we spread our geographical reach through our projects, we are also steadily improving our project implementation processes in ongoing projects in several districts of Jharkhand, Bihar and Meghalaya. I would particularly like to share with you our success in implementation of natural resource management and livelihood activities in some of the remotest and left wing extremist hit villages of Jharkhand. The impact of our activities has not only positively impacted socio-economic condition of the households but also lead to economic and social empowerment of women in these villages. This year we were able to on-board many young and talented professionals as well as attract several interns from both national and international academic institutions. In addition, we were also able to network with several new organizations and collaborate with several institutions to further our development work. Although there have been great leaps in the journey, the end to the year 2019-20 has brought forward a challenge that was unforeseen and unprecedented for most people. The global COVID-19 pandemic, that brought entire nation and most parts of the world to a shut down that started in January 2020 has brought forward a new set of challenges and need for a close knit, resilient society that can fight together as family. This annual report for 2019-20 compiles some of our efforts during the nationwide lockdown imposed in India since the third week of March 2020 and is a testimonial to every COVID-19 essential worker who has been a part of helping people cope with the unimaginable challenges it brought along. Finally, as I present this report to you, I would like to thank everyone who has been a part of this journey of highs and lows with us. Finding our way back to the way things were before COVID-19 pandemic is still a distant reality and like everyone, we are looking at reinventing our ways to adjust to the 'New Normal'—one armed with awareness, safety protocols and a renewed willingness to win this war against COVID-19 and its implications in every strata of the society. Citizens Foundation and its family of over 450+ team members have shown great resilience in fighting the tough times with a sense of courage and strength that is not only admirable but also commendable how they have adapted to new practices and safety measures as work gradually resumed. I hope that in the coming year, we as a nation find in ourselves a similar strength to stand up together and act as a strong support system for each other to put COVID-19 behind us, emerging stronger than ever.

Ganesh Reddy
Secretary cum CEO



VISION

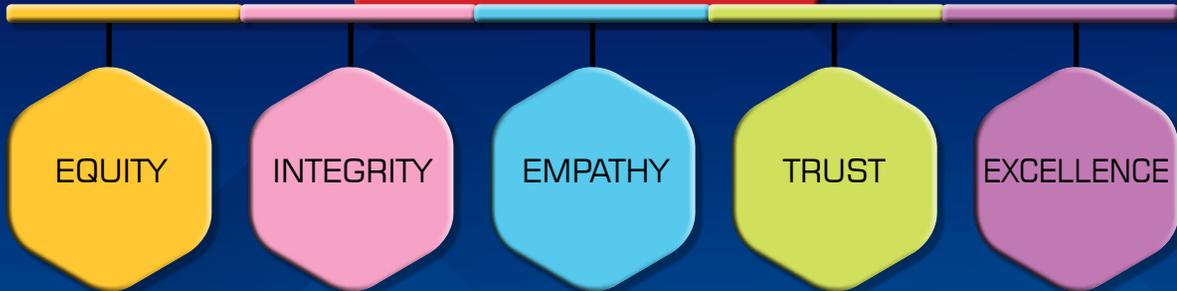
Every Inhabitant is self-reliant and prosperous through optimum utilization of available resources.



MISSION

To make a difference by developing strategies which are practical, acceptable and sustainable.

CORE VALUES



Organizational Structure



Committing Towards SDGs

As a signatory of the 17 Sustainable Development Goals set by the United Nations to attain the dream of a completely sustainable society by 2030, Citizens Foundation is committed to ensuring the introduction and implementation of sustainable approach to everyday problems and their solutions. Our current projects, and ongoing areas of work, focus on the 17 SDGs, which are:



SUSTAINABLE DEVELOPMENT GOALS

LEGAL STATUS

N

NGO: Registration No

00285/267/01-02 dated 20th February 2002,
Registered under the Societies Registration
Act.1860

F

FCRA

Registration No. 337800156 (social) in 2006,
Registered under FCR Act, 1976

I

ISO 9001:2015 Certification

Certification No. IAS/QMS/C1787

P

PAN

AAATC5200E

12

12 A

Registration No. VIII-76/124/03-04/660-62,
Registered under 12 A of Income Tax Act

80

80 G

Registration No. VIII-05/06-07, Registered
under 80 G of Income Tax Act

T

TAN

Tax Deduction A/c No.-RCHC00676E dated
24th February 2007

P

PF No

JH/RO/RNC/CC/Coverage/31465/2491

E

ESIC

Code No. 60001548910001019

G

GSTIN

20AAATC5200E1ZR

N

NGO Darpan Unique Id

JH/2009/000156

GOVERNING BODY

Renu Bhagwati
President

Rajendra Kumar
Vice President

Ganesh Reddy
Secretary

DL Mishra
Joint Secretary

C Jayshree
Treasurer

Vijay Kumar
Member

Ujjwal Kumar
Member

HEALTH & NUTRITION

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



For Citizens Foundation, our journey towards realizing the Sustainable Development Goal 5 of Good Health and Well Being encompasses of a long and strong track record in providing healthcare services to the remotest parts of states like Bihar, Jharkhand, Assam and Meghalaya. From general hospitals to the travelling medical vans (through MMUs and MHCs) to the dedicated healthcare for malnourished children and even mega health camps, Citizens Foundation is working on more than 40 healthcare projects taking healthcare to the people who need it the most. With over 20 years of experience in rural healthcare, Citizens Foundation strives to use its expertise to support programs that contribute to the overall wellbeing of people.

Mobile Medical Unit



Partners: Department of Health & Family Welfare, Government of Jharkhand

For the past 10 years, Citizens Foundation has been providing access to quality healthcare to underserved communities in isolated rural areas through our Mobile Medical Units (MMU). With presence in 12 districts in rural Jharkhand, acting as the sole care provider for many vulnerable communities in those areas, our MMUs seek to improve the overall public health through innovative service delivery methods.

- **Promotional:** To raise awareness and promote best practices in the health sector that encourage community involvement
- **Preventative:** To realize the overall status of 'wellbeing' so that prevention of the occurrence of the disease is important
- **Curative:** To complete treatment of minor ailments and early detection of communicable diseases.



MMU Name	Patients Covered	Patho Tests
JAMTARA NEW	15717	3332
DEOGHAR	15626	2058
EAST SINGHBHUM	20372	1505
SERAIKELA	9474	1615
PALAMU	1093	82
HAZARIBAG	14260	1120
DUMKA NEW	11616	1250
GIRIDIH	12388	652
GODDA	14886	4502
DHANBAD	11009	1143



- **Family Planning:** To educate and support parents in the planning and execution of determining the number of and spacing of child births due to their particular circumstances.
- **Reproductive and Child Health:** To encourage a state of physiological health with regard to reproductive health.

Community Health Centre



Partners: Department of Health & Family Welfare, Government of Meghalaya in conjunction with National Rural Health Mission (NRHM)

Citizens Foundation operates and manages 2 Community Health Centres (CHC) in Ichamati, located in the Shella Bholajanj Block of the East Khasi Hills District and Nongkhlaw CHC in the Mairang Block of West Khasi Hill District. Both centers have 30 beds each and provide comprehensive services to approximately 12,000 beneficiaries each by being in operation 24 hours a day, 7 days a week, 365 days of the year. This partnership between the NRHM, Government of Meghalaya, and Citizens Foundation started in 2008. Under our management the beneficiary attendance has steadily increased each year over the past 11 years.



Kalyan Hospital



Partners: Tribal Welfare Commissioner, Department of Welfare, Jharkhand

Citizens Foundation in association with the TWC is responsible for operation, maintenance & management of two tribal welfare MESO Hospitals in Sahibgunj and Chaibasa districts of Jharkhand. The organisation provides medical and clinical services through the two facilities to the remotest tribal pockets of the state of Jharkhand. While the Sahibgunj unit started functioning as a full-fledged Kalyan hospital in December 2018, the Chaibasa Kalyan Hospital has so far been run as an OPD for six days a week.

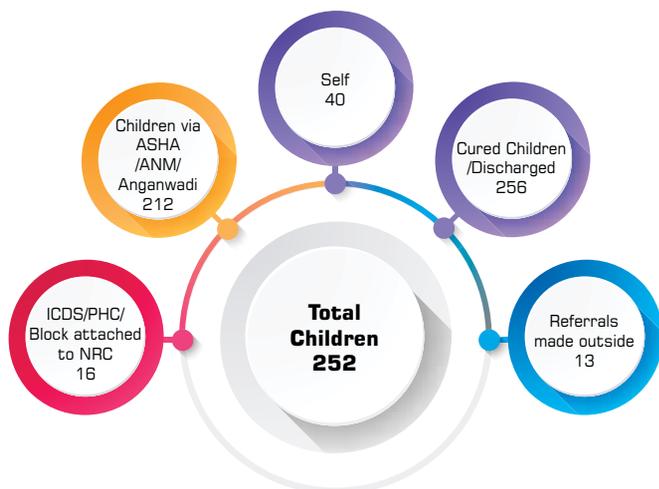
Project Name	Location: District and Block	No. of Patients IPD & OPD	Referred to higher facilities	No. of X-ray	No. of Lab tested.	No. of deliveries.	No. of Surgery	of Households covered	No. Population covered.
Kalyan Hospital Pathna	Sahebganj, Pathna	37948	56	5948	14685	37	1619	17124	81940
Kalyan Hospital, Chaibasa	Barachiru (Khuntpani)	13497	02	0	0	0	0	1177	5954

NRC Bhagalpur



Partners: District Health Society, Bihar

Although High Infant Mortality has been a huge challenge for the country over the decades since independence, the scenario has slowly improved over the past few years. This is the result of years of targeted interventions focused on the root causes of child, infant, and neonatal mortality. These interventions usually target vulnerable communities, providing them access to preventative care, curative care, reproductive and family planning services, and proven nutrition interventions to combat the widespread malnutrition. The Nutritional Rehabilitation Centre in the Bhagalpur district of Bihar is one such initiative that aims to combat Severe Acute Malnutrition (SAM) in children from 0-59 months of age. The program asks for mothers and their children that are affected by SAM to come to the centre for a 3-week period of intensive care. During that time, the NRC provides adequate feeding and medical care to children and infants, training for mothers to learn how to prepare nutrient rich food on a limited budget utilizing locally sourced ingredients along with additional training for mothers on the topics of both nutrition and hygiene so that they can continue to give their children proper care after leaving the centre to successfully combat the after effects of SAM. A small stipend for mothers to offset loss of wages while at the center is also given out; building a foolproof outreach system that fights the ailment of malnutrition at a grass root level.



Mobile Health Clinic



Partner: National Thermal Power Corporation (NTPC)

National Thermal Power Corporation (NTPC) along with Citizens Foundation started a Mobile Health Clinic in November 2016 to reach out to the people of Tandwa Block in Chatra with proper healthcare facilities. It was started for the relief of the under-served people of Tandwa, who earlier had little to no access to primary healthcare near them. It focuses on minor ailments, immunizations, ante natal care and post natal care among other things. These interventions usually target vulnerable communities, providing them access to preventative care, curative care, reproductive and family planning services, and proven nutrition interventions to combat the widespread malnutrition.



Case Study

MMUs handle over 14 lakh cases between 2009 and 2020

Septuagenarian Shyam Nandan Bhagat, a resident of Basila village of Potka Block in West Singhbhum district of Jharkhand spent his adult years abusing alcohol and tobacco. The 72 year old farmer earned a living for a six member family for decades, spending every dime he earned barely making the ends meet. So, when it came to saving up for proper healthcare, he was at a complete loss.

The farmer who also doubled as an agricultural labourer developed Peripheral Edema a few years ago, a condition aggravated by his alcohol and tobacco use. His symptoms included painful accumulation of fluids in his system, leading to swelling of hands, feet, arms, ankle and legs--- so much that standing up for long at a time became almost impossible for Bhagat. He was tired and drained out round the clock, that cost him his source of earning too. His economic condition went from bad to worse and due to lack of education and awareness, he didn't even realize the graveness of his illness until the time it almost ended up making him crippled with pain.

It was around this time that he consulted the Mobile Medical Unit run by Citizens Foundation in association with Jharkhand State Department of Health. That one visit proved to be life changing from him, who not only got a proper diagnosis but following one year of medication and proper dietary advice, he situation improved considerably, making movement easier for the aging agricultural worker.



Bhagat says: "I thought what I was facing was a result of old age. But it was far worse than it needed to be and I am thankful to the MMU and its services for saving my life and improving its quality."

Bhagat is not the only one in the state of Jharkhand, where Citizens Foundation runs 12 MMUs across 10 districts. He is one among the 14 Lakh + beneficiaries of the MMUs which have been operational since 2009, reaching out to the elderly who are unable to seek medical help due to economic and commute problems. These MMUs are operational in districts of Simdega, Dumka, Dhanbad, Jamshedpur, Hazaribagh, Saraikela Kharsawan, Godda, Giridih, Jamtara and Deoghar travelling around 16,00 kms in the designated areas every month. Citizens Foundation currently serves 400 villages across 10 districts through 12 mobile medical units. Each MMU provides approximately 120000- 150000 treatments annually.

The MMU staff also visits houses of the elders who need palliative care and provide essential health services to them. The MMU program enables the elders to play an active role in the society by promoting healthy and active ageing. Citizens Foundation is working in communities that are classified as 'hard-to-reach' and also ensures that quality health care which includes curative and preventive services in addition to curative services is available to them.

With one more MMU added to our fleet in the district of Palamu, we hope to reach out to more elderly people like Bhagat and help improve the access to healthcare in remotest corners

of Jharkhand and other parts of the country in the future days to come, helping realizing the Sustainable Development Goal of Good Health and Well Being.

Outreach Health Services Delivered by MMUs between 2009 and 2020

- 1. Curative-** Communicable diseases and non-communicable diseases, minor surgical procedures, ultrasound, ECG, Auto-analyzer, X-Ray- 1217885
- 2. Reproductive and Child Health Services-** ANC, PNC- 178540
- 3. Family Planning Services-** Counseling for spacing and permanent method, distribution of condoms, oral contraceptives and IUD insertions - 22981

Household Impacted	Blocks Covered	Villages Covered	Total
377388	25	450	1419406



LIVELIHOOD AND NATURAL RESOURCE MANAGEMENT

5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



10 REDUCED INEQUALITIES



13 CLIMATE ACTION



15 LIFE ON LAND



17 PARTNERSHIPS FOR THE GOALS



With a primary focus on eliminating poverty of all kinds and improving the living standards and aspirations of the marginalized populations, Citizens Foundation has worked towards the enhancement of livelihoods of several communities in Jharkhand, in line with five of the target Sustainable Development Goals (SDGs). The target Goals are No Poverty, Zero Hunger, Gender Equality, Reduced Inequalities and Life below Water.

HDFC Parivartan: HRDP Assam

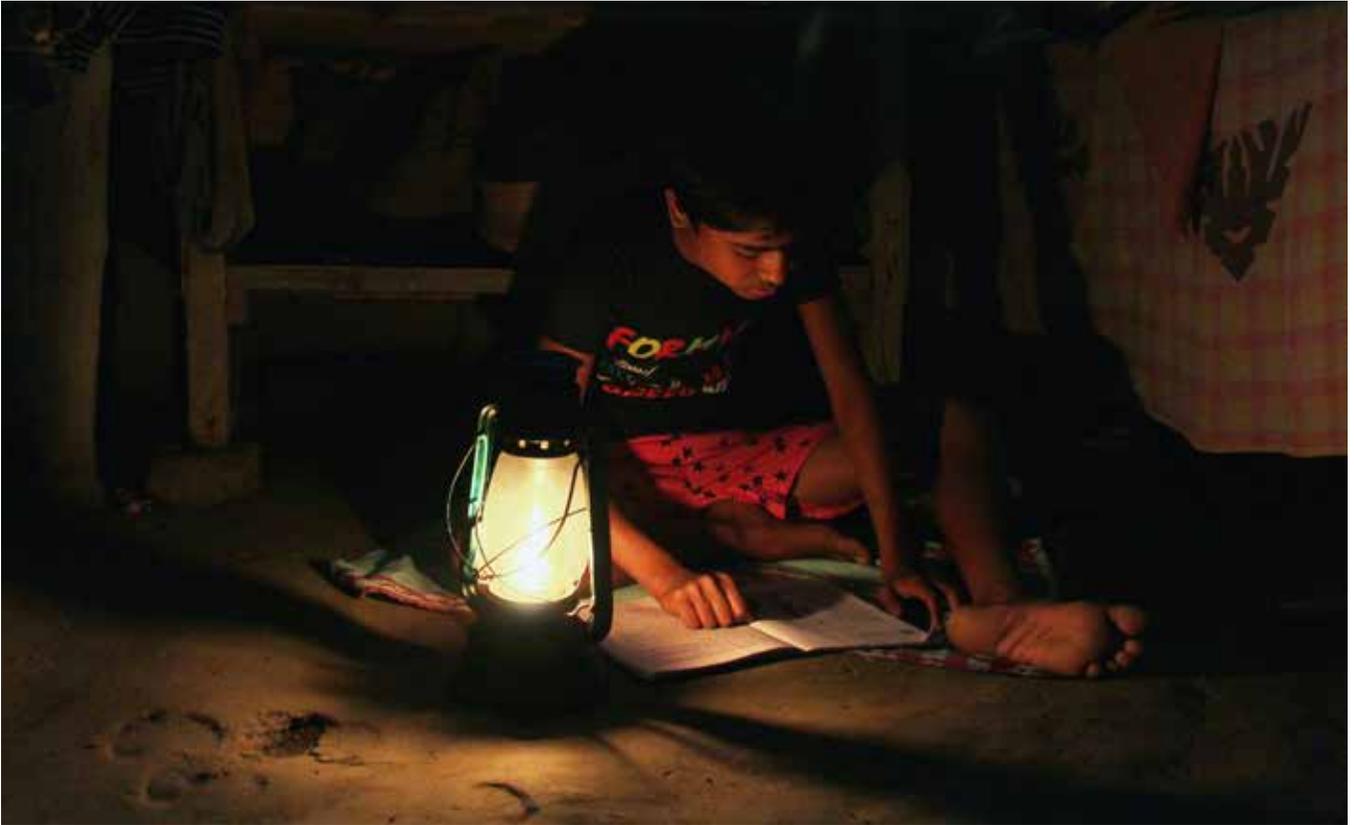


The HDFC Bank partnered with team Citizens Foundation in the month of April 2019 with the objective of holistic development of ten villages in Assam.

Goal of the Project:

The project aimed to accelerate socio economic growth of at least 1100 marginalized families, enhance community action for initiating sustainable development process, and thereby create peaceful, prosperous and egalitarian society in 10 villages under Kamrup (Rural) district of Assam within one year. The project was proposed to be implemented in 10 nos. villages under Hajo and Rangia dev. Block of Kamrup (Rural) district. These are under two different panchayats of the same district. All these villages are randomly selected, considering population, location, connectivity and socio economic status. The villages are scattered in different direction of the district, representing different vulnerable areas of the district. The common characteristics of the villages are that all are located at adjacent of wet-land region and are flood prone.





LIGHTING UP DREAMS

Read to discover how Solar Lamps distributed by CF under HDFC's Parivartan initiative is helping three sisters realize their dream

Battling the pangs of draconian darkness, a small family of five in the remote village of Dihina, Assam had abandoned all hopes of ever seeing the light. The difficulties they had been through had amalgamated into sheer melancholy and grave hopelessness over the years. Kushal Das, father of three daughters, struggled every day alongside his wife Gunu Das for their basic needs, but could barely meet ends. Fighting for amenities had become arduous; whether it was food, water or electricity.

Sumi Das, Shivani and Nikumoni the three daughters, study at Dev High School, Dihina. And the low income received by the family, hugely impacted their education. They could barely manage tuition fees. Such concerns were troubling the family immensely. The intermittent power cuts in Dihina compounded their problem. Untimely and prolonged upheaval of electricity had led to numerous problems. The girls could barely study at night. They had resorted to using lamps and candles but it hampered their eyesight. Clandestine spaces, no electricity and long hours of darkness had almost ended the zeal to study within them. Facing similar problems were several families living in Dihina; all struggling to meet basic needs. In an effort to recognize the quantum of their daily struggles, Citizen Foundation, as a

part of HDFC Parivartan, approached the families and tried to understand their problems. We found that out of all the problems; improper supply of electricity was one of the major problems of the area. This led to our solar lamp distribution campaign—with a goal to reach out to families like the Das's; whose dreams seem to doze off in the blanket of darkness. "Now, irrespective of the power situation, I can rely on the solar lamps for completing my homework on time. It is something very crucial, given that whenever we spend the evening doing nothing, we waste invaluable time that will never come back", says Shivani, who is a class 8 student. "My only aim is that my daughters get to study and become successful in life", says Gunu, who also believes that with this step many of their problems can pulverize and few of their struggles can end.



NABARD: Rural Infrastructure Development Fund



In joint capacity with NABARD under the NABARD-RIDF program Citizens Foundation has taken up the project of watershed management in ten villages of Gumla and Raidih Blocks of Gumla Districts. The project cluster is at Bharno Block of Gumla District in Jharkhand. The total selected area of watershed treatment is 5028.4106 ha. Rapport building and consciousness generation of community members are the first stage for building self-assurance to take decisions for implementation of activities.

LOCATION: GUMLA AND RAIDIH

Ponds-24

Dova-19

Trench cum Bund -40 Ha

Field Bunding-57 Ha

WAT-4 Ha

SRI Training: 10 Villages

HH Covered: 1000



The broad head contains Capacity Building, EPA, Natural Resources Management, Livelihood promotion, Productivity Enhancement and Micro Enterprises, Monitoring and Evaluation, Convergence with Others departments, Exit protocol etc. The activities like agriculture and horticulture under this project focuses on organic farming and establishing livelihood development of agriculture especially with cultivation of vegetables, oil seed pulses, floriculture, kitchen garden, back yard plantation, SRI method of paddy cultivation, organic and etc. The Horticulture programme, crop demonstration programme and Capacity building have been premeditated for various CBOs like SHG, UG, and Watershed Committee. The elementary objective of this training programme is Project Orientation as well as Skill Development.

Integrated Watershed Management Programmed



In another move to combat the problem of water scarcity for farmers, our watershed management program aims to become a sustainable means to support agriculture in the arid areas of Jharkhand. The program's primary objective is to create surplus water storage capabilities and motivate farmers to undertake unique water conservation techniques such as storm water harvesting, to tackle the poor water holding capacity in the areas. The programs have been instrumental in influencing farmers to shift from the soil destroying mono crop techniques of farming to multi-crop techniques, enabling them to have sufficient food grains in time of need. Poverty alleviation and hunger elimination are the objectives this program seeks to achieve, and it has been successful in increasing crop diversity and increasing irrigation volumes. Currently, the program has been initiated in 25 villages across 3 districts namely Gumla and Latehar

Jharkhand Tribal Empowerment and Livelihoods Project



In order to better serve tribal populations and improve their living standards, Citizens Foundation is carrying out project JTELP as FNGO in Borio block of Sahibgunj district and Bhandra block of Lohardaga district of Jharkhand where more than 50% of rural population is tribal. Aimed at improving their livelihood, health conditions and natural resource mobilization, Jharkhand Tribal Entrepreneurship and Livelihood Programme focus on a variety of aspects to improve the quality of life. The program also focuses on community participation awareness and mobilization of the community to conserve and manage natural resources within the boundaries of Borio and Bhandra Blocks of the state. Citizens Foundation operates this program through forming self-help groups and focuses on women participation and generating additional sources of income through activities such as poultry, dairy and handicrafts.



JTELP BHANDRA

Ponds-39

Irrigation Well: 18

Shallow Well: 5

JTELP BHARNO

KHARIF Crop Plan: 4558

Irrigation Well: 10

Agriculture training: 64



3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



SANITATION

10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



sanitation systems aim to protect public health and well-being through the provision of services and facilities for the safe management of water and waste. Advocated by the Sustainable Development Goal 6 'Clean Water and Sanitation' as a part of the sustainable future dream, sanitation forms a very important sector of intervention for Citizens Foundation.



Creating Change: One Toilet at a Time

Bharat Heavy Electricals Ltd (BHEL) teamed up with Citizens Foundation to build a toilet for girls on the campus of Saraswati Shishu Vidya Mandir, Patratu for female students under BHEL's CSR initiative BHEL-SSVM which was officially inaugurated today. MK Majliya, GM, BHEL, Patratu, Durre Shahwar, SDGM & Head HR from TBG Noida and Ratheen Sarkar DGM, TBG Patratu were in attendance at the event. In a country where lack of toilets force teenage girls to drop out, efforts like this are aimed at keeping them at school. The inaugural ceremony was followed by a session on menstrual health and hygiene for the girls in the school. The students of Saraswati Shishu Vidya Mandir also participated in fun session learning about Jharkhand State Bal Bhavan (JSBB) run by Citizens Foundation affiliated to Union Ministry of Human Resource Development (HRD). Speaking to the students on the occasion, MK Majliya, GM, BHEL, Patratu said: "There is no limit to the heights you can achieve with the right temperament. So, just stick to the hard work and dedication so that you can be the best version of yourself."



4 QUALITY EDUCATION



5 GENDER EQUALITY



PROTECTION, ADVOCACY AND POLICY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



Jharkhand State Bal Bhavan



Jharkhand State Bal Bhavan (JSBB) is affiliated to National Bal Bhavan, Ministry of Human Resource Development (HRD), Government of India was initiated in Jharkhand in 2009 to faucet and foster innate potential of children in the areas of creative performance, creative writing, creative scientific innovation and creative arts. Citizens Foundation was authorized to function as the State Nodal Agency for National Bal Bhavan (NBB) to operate the JSBB to nurture and train children between 10 and 16 years of age. Jharkhand State Bal Bhavan provides a common platform and guidance from renowned artists and performers to young children and showcases these skills among its member children through seminars, workshops, exhibitions, art camps and competitions organized by JSBB at various levels (district & state levels).



Glimpses from the selection ceremony for National Children's Assembly 2019 at JSSB, Citizens Foundation

Techno Managerial Support



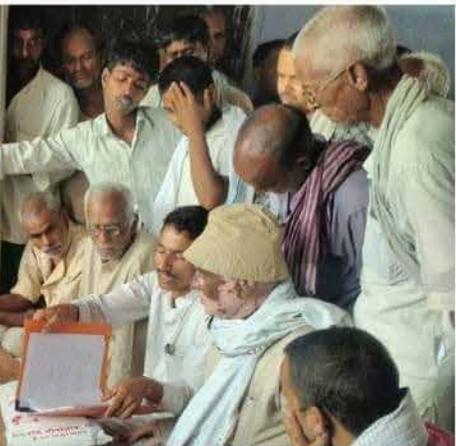
Citizens Foundation aims to contribute to the overall quality of living and strengthening the system through technical support to all stages of growth, adaption, sharing, and also supports training activities and solving problems. We provide consultancy on technical, social and CSR projects across various thematic areas.

CF transfers skills and knowledge to people with user friendly solutions.

CF is currently working on the following techno managerial projects for the year 2019-20:

- **Rehabilitation and Resettlement Project in Chhattisgarh.**

- **Assistance in Land Acquisition of Greenfield Six- Lane Bridge in Patna, Bihar.**
- **Flood Control Project under Water Resource Department of Bihar in Katihar, Banka and Bhagalpur Districts.**
- **ATMA in Meghalaya**
- **PACKAGE – 24: ADB assisted project in Supporting Human Capital Development in Meghalaya (SCHDM)**



Plastic Free Future Campaign



On September 27, 2019, Citizens Foundation Ranchi conducted the launch program of its 'Plastic Free Future Campaign' in presence of Governor Droupadi Murmu in the Durbar Hall of Raj Bhawan, Ranchi. The event was aimed at kicking off a campaign against single use plastic and plastic bags and replacing them with cloth bags as an alternative. This attempt at taking the initiative to every common man was flagged off by Governor Droupadi Murmu. Principal Secretary to the Governor, Satinder Singh, NCC group Commander Brigadier SK Prasad, RCCF AT Mishra, Ranchi DC Rai Mahimapat Ray, additional municipal commissioner Girijashankar Prasad, CEO cum secretary of Citizens Foundation Ganesh Reddy was also present at the event. The event was flagged off with an introduction by Mr Reddy, which was followed by an oath taking ceremony in which the governor and other dignitaries pledged to reduce their plastic consumption. Speaking at the event Guv Droupadi Murmu said: "Earlier, when there were no plastic bags, people didn't use them. When they started becoming available in bulk at cheap rates, people started using them. Yes, it can be convenient for us but it is harmful to the environment we live in. The solution two this problem is two part--- making such bags inaccessible and also providing an alternative. I appreciate Citizens Foundation for taking an initiative to not only taking up a stand against the problem, but also coming up with a solution to it.

School Refurbishment Programme



For efforts to show Parivartan, there is a lot of planning, hard work and diligence put into the same. Damaged in the floods in every year, 10 government schools in the Barpeta and Kamrup Rural district of Assam were taken up for a refurbishment project by Citizens Foundation under HDFC Bank Parivartan. The schools, converted into state of the art facilities with smart classrooms now stand strong and well equipped to enlighten the minds of tomorrow.



Kamrup(r) and Barpeta districts are the worst flood affected districts of Assam. With every seasonal flood comes massive destruction and the school buildings in the area bear the brunt of the furies of nature over the years. The floods of monsoon 2019 were infamously destructive, leaving behind a trail of debris behind and working on the ground, Team Citizens Foundation realized the need for refurbishment of the schools damaged in the wake of the flood horrors. This, with the support of HDFC Parivartan grew into what was a subsequent flood relief and development programme (FRDP) which included the idea of repairing and refurbishment of 10 government schools in Kamrup(R) and Barpeta districts. A step towards helping the children realize normalcy and find a way towards improved access to education, all the refurbished school were also given a makeover with state of the art Smart Classes facility, drinking water access, toilets, libraries and learning opportunities for kids. From training on adolescent health to awareness on hand washing tactics, the look and feel of these schools have been transformed.



FIGHTING COVID: Lessons from the pandemic

The year 2019 - 20



was one full

of challenges, given the COVID-19 pandemic that came in unplanned and unprecedented--but it was also the year that left us with many lessons. Be it the importance of making best of the minimal resources at hand or the strength in uniting together as a community for solving a problem, the year taught us that perseverance is the key to go through the toughest of times.

The memory of the year gone by is fresh in heart and minds and as a token of respect to our corona warriors who stood steadfast in the face of challenges, we have included a few measures from the pandemic taken by CF in the annual report 2019-20:

The line of life: Fighting COVID-19 with awareness

Envisioning the challenges that will be posed after the end of the nationwide lockdown, Team Citizens Foundation started the 'Line of Life' campaign across all the states where we operate: Jharkhand, Bihar, Assam, Sikkim and Meghalaya, demarcating public spaces with social distancing circles over a period of several months. Be it using reusable tires to demarcate temporary testing camps set up or the repainting of demarcations in busy spaces every fortnight, the campaign took ahead the cause of being awareness and socially distancing ourselves when out in public.



While a part of the team worked on the ground, our health teams across Mobile Medical Units (MMUs), Hospitals in Bihar, Meghalaya and Jharkhand and other projects fought COVID-19 in the frontline. In the tribal district of Sahibganj in Jharkhand, a 50 bedded hospital operated by Team Citizens Foundation was converted into a dedicate COVID-19 facility by the district administration while the teams of MMUs operated by CF on behalf of the state government were roped in for testing across Jharkhand. In Meghalaya too, the hospitals operated by CF had the team not only working on testing and awareness creation, but also reaching out to the community and the nearby Border Security Force units with sanitization kits in the peak of the situation.

Hello Doctor: Medical Advice on Phone

Due to the nationwide lockdown to fight the spread of COVID 19, Team CF identified an increase in demand for at-home and doorstep services in the very initial days and to address the same demand, we roped in its team of doctors from Jharkhand and Meghalaya for a unique initiative. Citizens Foundation started a 'Hello Doctor' helpline which has a team of six MBBS and one BHMS and Ayurveda doctor for addressing outdoor patient cases over the phone on April 7, World Health Day.

From symptoms of seasonal illness to medical concerns, the patients can call up the doctors between 10 am to 12 pm and 3pm to 6pm for medical advice and consultation. The doctors, all a part of Team CF volunteered to help people with their queries on the help line numbers shared so that people don't have to step out of their homes for general medical advice.

"We mostly have queries from people worried about COVID 19 symptoms. They are provided with proper guidance as to the correct practice by us. Many have been calling for medical advice on seasonal illnesses, aches and pains and skin problems," said Dr M Prasad, one of the doctors volunteering for the helpline.



HELLO DOCTOR
FREE ON CALL MEDICAL CONSULTATION



**CITIZENS FOUNDATION BRINGS
HEALTHCARE TO YOUR MOBILE PHONES
FROM 08.04.2020**

Dr. M.N.Sinha, M.B.B.S. 9431909836	Dr. Amar Jyoti Bihari, M.B.B.S. 9534440707
Dr. Rana Pratap Singh, M.B.B.S. 9934126165	Dr. Mahendra Prasad, M.B.B.S. 9661276111/9431191555
Dr. Rajesh Kr Sinha, M.B.B.S. 9771606957	Dr. Akhilesh, M.B.B.S. 6205988684
Dr. Manas, B.H.M.S. 8777470249/8014403280	

**CALL HOURS: 10 AM TO 12PM
3PM TO 6PM**

**HELLO DOCTOR FACILITY IS AVAILABLE FOR ON CALL OUTDOOR
SYMPTOM DIAGNOSIS DURING THE LOCKDOWN.
THE PATIENTS CAN SHARE THEIR SYMPTOMS AND GET
TREATMENT/MEDICATION ADVICE OVER PHONE CALLS**



The helpline has so far received around 450 calls from different parts of Jharkhand, Assam and Meghalaya. “From cases of minor heartburn to headaches and indigestion, all resultants of a stagnant lifestyle during the lockdown, I have come across cases that could be solved easily with regular exercise and healthy diet. So apart from medical advice, I also encourage the callers with such symptoms to inculcate good habits in their daily routine, making it a wholesome experience” said Dr Amar JyotiBihari.

Fighting COVID 19 in Meghalaya: Team CF efforts



The preparations to fight the ongoing battle against COVID 19 which is rapidly spreading its roots across the country with a death toll in hundreds; are plenty and innovative when it comes to Citizens Foundation. The non-profit organization runs two 50 bedded community health centres in the state: one in Nongkhlaw and the other in Ichamati in association with the state government and it is not just the health facilities that have been amped up; but also a variety of community outreach programmes that ensure that the people there are well informed about the threat of COVID 19 and ensure better practices when it comes to fighting the pandemic.

SUPPORTING CORONA WARRIORS: SANITIZATION AND MASK DISTRIBUTION

The team of Citizens Foundation began a city wide sanitization drive, dedicated to the cause of the Corona Warriors to sanitize community kitchens, godowns and work spaces where relief kits and food packets are packaged on a daily basis to help the Corona Warriors stay safe. The teams working in such facilities, mostly volunteer groups, were also given support in form of masks and gloves as and when required or requested by Team Citizens Foundation. The masks and glove distribution was also done amongst essential service providers including vegetable/fruit sellers and small vendors across market places in Ranchi too.

In Meghalaya’s Ichamati, community local market was sanitized by the Team CF members as a part of collaboration with the local administration whereas in Assam’s HRDP project in Kamrup Rural, mask distribution drive has been conducted.



For You



“FOR YOU” a humanitarian and social movement under the tutelage of Citizens Foundation which was instituted in the year 2015 based on the spirit of “REDUCE, REUSE, RECYCLE & REALIZE.” It’s more of a social movement and a realization of the responsibility towards underprivileged neighborhood. We promote donations of a variety of things among the fellow citizens to encourage create a sense of responsibility & joy of giving and at the same time contributing toward the balancing act to our environment. Through ‘FOR YOU’ we facilitate collection of used/new reusable clothes, books, medicines and toys from other organizations, groups, institutions and individuals. These stuffs are distributed to the poor and needy people who are deprived of basic needs and amenities residing in hard to reach areas and urban slums. These stuff mean the poor and needy people a lot: to cover their bodies, to address some of their common health issues, to help children learn and to bring a smile on faces of young children



Tie Ups and Empanelment

- Member of United Nations Global Compact Network India (UN Agency)
- Empanelled by Ministry of Drinking Water and Sanitation, GOI
- Empanelled by Ministry of Urban Development (NULM), GOJ
- Affiliated to National Bal Bhawan, an autonomous body of MHRD, GOI
- Empanelled by NAEB, Ministry of Environment, Forests and Climate Change, GOI
- Empanelled by IICA, Ministry of Corporate Affairs, GOI
- Corporate member of ASSOCHAM
- Empanelled by Water Resources Department, Government of Bihar for Land Acquisition and Re Settlement Plan
- Empanelled by the department of Revenue, Registration and Land Reforms for Social Impact Assessment (SIA)

Awards and Recognition



1

ISO 9001:2008
Certificate for Developmental & Social
Services

'Best Social Entrepreneur Award' to Mr.
Ganesh Reddy, Secretary cum CEO by
Christ University

2

UNDP Projects in
'Low Carbon Campaign for the
Commonwealth games 2010,
New Delhi, India'

5

First prize for better
implementation of watershed
activities in whole Jharkhand
state (IWMP)

3

Institute of Management
'Best Ideas for Impactful ICT at work 'at a
contest conducted by NASSCOM
Foundation's Connect IT workshop for
NGOs on Advanced MS office skills and online
tools Participation certificate in Creating green
citizens to Link with the MOEF GOI GEF

6

State Level Bagwani Mahatosav 2014
(Udyan Mela) Participation Certificate
NHM, DHS East Khasi Hills Districts,
Shillong Certificate of Appreciation
awarded to Ichamati Community Health
Center

4

Received award from United Nations
Global Compact Network India
(UNGCNI) for best case study

7

Inspire Awards 2019 recognition for
Citizens Foundation by BWW group

Celebrations and Events at CF



Interns at CF from SP Jain Institute of Management



Celebration of International Women's Day at CF Head Office



Launch of Goalkeepers calendar with Governor Droupadi Murmu



ONGC Foundation Director, Kiran K on his visit to CF HO



Team CF HO in Holi Celebrations



Menstrual Hygiene Expert Rashmi Saha interacts with school kids in project area of HDF Parivartan

FINANCIALS

CITIZEN FOUNDATION (2018-2019)

7 BETAR KENDRA, NIWARANPUR, RANCHI - 834002, JHARKHAND

INCOME AND EXPENDITURE STATEMENT

1-Apr-2019 to 31-Mar-2020

Liabilities	AMOUNT (Rs.)	AMOUNT (Rs.)	Assets	AMOUNT (Rs.)	AMOUNT (Rs.)
Capital Account			Fixed Assets		4,223,220.95
General Fund	11,437,630.90		(As per schedule C)		
Add: Excess of Income Over Expenditure	2,717,253.85	14,154,884.75	Current Assets		
Loans (Liability)			Deposits (Sch-E)	8,855,767.40	
Bank OD A/c	5,247,419.33		Loans & Advances (Sch-F)	5,410,020.38	
Secured Loans	1,711,500.97	6,958,920.30	Sundry Debtors	9,033,069.67	
Current Liabilities			Cash-in-hand	6,134.00	
Provision for audit Fees	30,000.00		Bank Accounts (Sch-G)	21,016,285.75	
Sundry Creditors(Sch-H)	13,594,068.17		TDS Receivable	1,025,454.00	
Outstanding Liabilities (Sch-I)	13,752,640.14		Duties & Taxes	1,586,444.00	46,933,175.20
Other Current liabilities (Sch-J)	2,665,882.79	30,042,591.10			
Total		51,156,396.15	Total		51,156,396.15

Date:

Place: Ranchi

For Mohindra & Associates
Chartered Accountants

(CA Rajeev Kamal Bittu)

M.No.-402994
FRN: 001406N



CITIZEN FOUNDATION (2018-2019)
 7 BETAR KENDRA, NIWARANPUR, RANCHI - 834002, JHARKHAND
INCOME AND EXPENDITURE STATEMENT
 1-Apr-2019 to 31-Mar-2020

<u>Expenditure</u>		AMOUNT (Rs.)	AMOUNT (Rs.)	<u>Income</u>		AMOUNT (Rs.)	AMOUNT (Rs.)
To,	Activity Expenses (As per Schedule-A)		112,370,927.12	By,	Direct Incomes		
To,	Establishment Expenses (As per Schedule-B)		8,275,120.35		Project's Bills/Invoice (As per Schedule-D)	96,755,880.98	
To,	Depreciation (As Per Schedule- "C")		741,588.29		Vol. Contribution, Mem. Fee & Donation	1,604,875.00	
To,	Audit Fees		30,000.00		NGO's Management Cost From HRDP Project	1,464,965.60	
To,	Excess of Income over Expenditure		2,717,253.85		Food Relief Prog. HRDP School Renovation	496,385.00 19,843,245.59 3,142,416.62	123,307,768.79
				By,	Indirect Incomes		
					Bank Interest Received	326,338.14	
					Discount Received	3.62	
					Interest received on tds	146,168.00	
					Interest received on BG & FD	351,401.00	
					Round Off	10.06	
					Sales of News Paper	3,200.00	827,120.82
	TOTAL		124,134,889.61		TOTAL		124,134,889.61

Date:
Place: Ranchi




For Mohindra & Associates
Chartered Accountants

(CA Rajeev Kamal Bittu)
M.No.-402994
FRN: 001406N

CITIZEN FOUNDATION (2018-2019)
7 BETAR KENDRA, NIWARANPUR, RANCHI - 834002, JHARKHAND
INCOME AND EXPENDITURE STATEMENT
1-Apr-2019 to 31-Mar-2020

CITIZENS FOUNDATION
CONSOLIDATED ACCOUNT
Receipts and Payments
1-Apr-2019 to 31-Mar-2020

RECEIPT	AMOUNT (Rs.)	AMOUNT (Rs.)	PAYMENT	AMOUNT (Rs.)	AMOUNT (Rs.)
Opening Balance			Opening Balance		
Bank Accounts		5,783,218.06	Bank OD A/c		6,080,606.26
Current Assets			Loans (Liability)		
TDS Receivable	1,782,072.00		Secured Loans	509,749.81	509,749.81
Sundry Debtors	136,439,570.10	138,221,642.10	Current Liabilities		
Branch / Divisions			M.N suresh Reddy	77,528.00	
HDFC - Flood Relief Programme (Branch)	4,299.00		Duties & Taxes	4,257,933.25	
HDFC - School Refurbishment Prog. (Br.)	2,028,041.78		Sundry Creditors	31,933,271.82	
HDFC - HRDP Pariwaran (Branch) 1st Yr	73,600.00		Outstanding Liabilities	30,226,888.85	66,495,621.92
		2,105,940.78	Current Assets		
Direct Incomes			Deposits (Asset)	1,540,000.00	
Vol. Contribution, Mem. Fee & Donation		1,604,875.00	Loans & Advances (Asset)	38,423,385.00	39,963,385.00
Indirect Incomes			Direct Expenses		
Bank Interest Received	326,338.14		BPCL Project-Bokaro	500.00	
Round Off	3.41		ADB PROJECT (EXPENSES)	1,397,214.00	
Interest received on TDS	146,168.00		Adoption Home - Aurangabad	82,000.00	
Sales of News Paper	3,200.00	475,709.55	ATMA Meghalaya Exps.	1,639,810.00	
			Breed Improvement Project Jamtara	42,000.00	
Closing Balance			BSRDCL PATNA EXP	295,100.00	
Bank OD A/c		5,247,419.33	ITDA Bokaro	36,000.00	
			IWMP BHARO(GUMLA)	330,942.00	
			IWMP (Latehar)	612,000.00	
			JTDS Sahibganj (Exp.)	1,533,712.91	
			Meghalaya - CHC	3,768,172.00	
			Meso Hospital - Chaibasa (Exps.)	1,130,917.00	
			Mobile Medical Unit	1,295,600.00	
			HRDP Direct Cost	24,830.00	
			HRDP Indirect Cost	2,416,191.00	
			Nabard Project Gumla (Exp.)	164,720.00	
			NTPC Tandwa MMU	24,000.00	
			Meso Hospital-(Pathna)	2,675,986.00	
			Shelter Home ranchi/jamshedpur	85,233.00	
			HRDP Project implementation exp	107,000.00	17,681,927.91
			Indirect Expenses		
			Bank & Commission Charges	149,095.73	
			Bank Interest of Term Loan (UBI)	167,420.00	
			Bank Interest on CC	622,327.00	
			Legal Exps / Fees	53,477.44	
			Office Expenses	31,492.00	
			Refreshment Exp.	7,130.00	
			Head Office Guest House	42,460.00	
			Project proposal & Tender Exps.	1,000.00	
			Vehicle / Generator Fuel	39,900.00	
			Vodafone Mobile Exps.	654.00	
			Office Maintenance	850.00	
			Office Rent (HO)	225,000.00	
			Secretary Membership Fee	23,500.00	
			Salary Head Office	320,788.00	1,685,094.17
			Closing Balance		
			Bank Accounts	21,016,285.75	
			Cash-in-hand	6,134.00	21,022,419.75
Total		153,438,804.82	Total		153,438,804.82

Date:
Place: Ranchi

For Mohindra & Associates
Chartered Accountants
(Signature)
(CA Rajeev Kamal Bhatu)
M.No.-402994
FRN: 001406N



CITIZEN FOUNDATION (2018-2019)

7 BETAR KENDRA, NIWARANPUR, RANCHI - 834002, JHARKHAND

INCOME AND EXPENDITURE STATEMENT

1-Apr-2019 to 31-Mar-2020

<u>HEAD OFFICE</u>	AMOUNT (Rs.)	AMOUNT (Rs.)
BPCL Project-Bokaro	13,922.00	
ADB PROJECT (EXPENSES)	1,725,693.00	
Adoption Home - Aurangabad	82,000.00	
ATMA Meghalaya Exps.	1,883,416.64	
Breed Improvement Project Jamtara	42,000.00	
BSRDCL PATNA EXP	3,405,686.47	
HCL - Ghatsila	7,850.00	
HCL Toilet	81,669.00	
HRDP Projects Implementation Exp.	423,465.60	
Indian Social Responsible Network - Exps.	63,000.00	
ITDA Bokaro	772,251.00	
ITDA Chaibasa	142,005.00	
ITDA Dumka	2,924.00	
ITDA Lohardaga	5,750.00	
IWMP BHARO(GUMLA)	457,983.00	
IWMP (Latehar)	4,244,638.75	
JTDS-Bhandra	246,032.00	
JTDS Sahibganj (Exp.)	2,018,676.51	
Meghalaya - CHC	12,994,660.00	
Meso Hospital - Chaibasa (Exps.)	4,684,204.12	
Meso Hospital (Pathna)	19,308,855.34	
Mobile Medical Unit	20,259,747.15	
Nabard Project Gumla (Exp.)	3,906,414.47	
Goatery distribution prog. Of JSLPS	3,211,549.00	
NRC Bhagalpur	5,575,813.00	
NTPC Tandwa MMU	3,232,765.43	
Shelter Home Ranchi jamsedpur	85,233.00	
S.J.S.Hospital.Mathura	11,967.00	
Usha Martin	22,469.00	88,912,640.48
 <u>HDFC PROJECTS</u>		
<u>Flood Relief Program</u>		
Cleaning & Washing Equipment for Health Camp	158,064.00	
Medicine Purchase for Medical Health Camp	254,921.00	
Purchase of First Aid Box, Dettol Soap, Ect For Camp	54,000.00	
Sanitary Pad Purchase for Health Camp	29,400.00	496,385.00
 <u>HRDP Program</u>		
<u>Direct Cost</u>		
Livelihood	4,512,945.00	
Education	1,256,000.00	
Health & Wash	5,548,710.00	
Environment & Clean Energy	2,603,700.00	
Visibility	728,301.00	14,649,656.00
 <u>Indirect Cost</u>		
Salary prog. For HRDP	2,260,656.00	
NGO management Cost for H.O	1,464,965.60	
Capital Cost/Infrastructure Related Exps.	303,168.00	
Staff Meeting & office expenses	55,647.00	
Printing, stationery and Documentation exp	65,491.00	
Rent/office security, electricity & Water	352,712.00	
Telephone, Postage, internet etc	29,914.00	
Travelling	602,275.42	
Audit Fee	35,000.00	5,169,829.02
 <u>School Renovation Program</u>		
<u>Direct Cost</u>		
Promotion of Education	451,487.00	
School Repair Work	2,105,000.02	
Arrangement of Drinking and Running water	100,000.00	
Kitchen and Utensils	5,529.60	
Toilet Repair Work	300,000.00	2,962,016.62
 <u>Indirect Cost</u>		
Salary prog. For School Renovation		180,400.00
TOTAL		112,370,927.12



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Registered Office

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